

# AIRPORT TRANSFERS

## ARRIVAL INSTRUCTIONS - T2 INTER

Once you arrive into the Cancun Airport, you will clear Mexican Immigration using your passport, and your FMM immigration form. Then, proceed to the luggage carousel, secure your bags and head for the Customs official. While on your flight into Mexico, you will be given a Mexican Customs form to complete. The Customs Official will take this form from you, but you will also be asked to push a button at the "traffic light" where the agent will be standing. Only one person per party will be asked to push the button. If it goes green, you will be permitted to exit the airport. If it goes red, you are subject to questioning and an inspection of your luggage (this is a routine inspection that should take a few minutes). It's the luck of the draw, so don't feel alarmed if it turns red! Having completed this exercise, walk through the hallway all the way to the exit, where you will see our Maritur staff, wearing a RED SHIRT and BEIGE PANTS, holding a sign with your name or group logo. After locating our Maritur staff, you will be escorted to your scheduled means of transportation and transferred to your hotel.



Be welcome and Have a pleasant journey to the Mexican Caribbean!



### Airport Staff Onsite

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Leo Vela  
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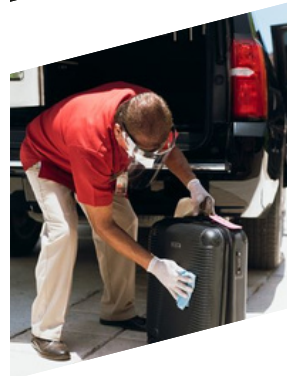
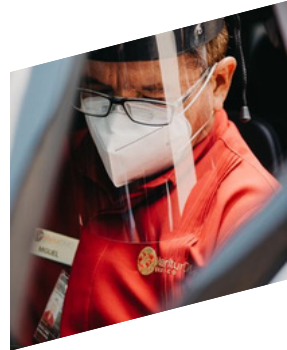
Alicia Hernandez  
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Martín Ruiz  
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CHANGES ON YOUR ITINERARY? If you have any change on your flight information, please write us to [icann76@maritur.com](mailto:icann76@maritur.com) no later than 24 hours before your scheduled transportation.

# MARITUR DMC SERVICES

## SAFETY AND HYGIENE PROTOCOLS



### OUR FACILITIES

- Facilities are sanitized every three hours to eliminate all types of pathogens.
- Upon entrance to our facilities, our entire staff are subjected to the following procedure: Sanitization through nebulizer mist, Body Temperature measurement, Shoe sanitization on rugs, Hand cleansing and Absolute respect for Healthy "Social Distance"

### OUR TEAM

- All staff that is assigned to the airport along with our drivers and colleagues in the operation team, will use mouth covers and masks.
- Gloves will be also provided to our team for the handling and sanitation of luggage.
- We have implemented a protocol on which every day each colleague will have their body temperature measured.
- Each member or our staff will carry antibacterial spray and proceed with a continuous cleaning process.
- By protocol, guest are not greeted by hand and a healthy "Social Distance" is respected.

### OUR FLEET

- Once a vehicle have been thoroughly washed at our facilities, a sanitization procedure will be carried out through a nebulizer mist to ensure elimination of all type of pathogens.
- Since the beginning and conclusion of each service, our drivers will carry out the same sanitization procedure to ensure each service is free of pathogens.
- Nebulizer equipment will be assigned in the following locations: our facilities, our offices, airport and host hotel of your program.
- We will keep a strict control and handling of luggage and assure that all pieces are sanitized by our driver prior boarding the vehicle.

### OUR CLIENTS

- Customers are not greeted by the hand, instead a "Welcome Gesture" has been established.
- Before boarding, the soles of each passenger's shoes will be sanitized through a disinfectant spray. Body temperature measurement ( optional ).
- If the passenger does not have facial (mouth and nose) covers, one will be provided as part of the amenities and must be used during the duration of transfer.
- Luggage: All pieces of luggage will be sanitized by our driver prior boarding the vehicle.

Maritur Safety and hygiene protocols video: [CLICK HERE](#)

For any further informaiton or questions, please contact us.